

SB-10054926-2249



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

January 17, 2014

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 13N03**  
Certain 2009 Through 2013 Model Year Fusion, Milan, Escape and Mariner Vehicles  
Throttle Body Extended Coverage

**PROGRAM TERMS**

This program extends the coverage of the Throttle Body to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded the time or mileage limits, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

**NOTE:** This program applies to affected vehicles which are beyond the terms of the New Model Vehicle Warranty coverage.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle Lines	Model Years	Assembly Plant	Build Dates
Fusion and Milan	2010-2013	Hermosillo	Job #1 thru July 16, 2013
Escape and Mariner	2009-2012	Kansas City	Job #1 thru April 29, 2012
Escape	2013	Louisville	Job #1 thru June 2, 2013

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING ADDITIONAL COVERAGE**

Affected vehicles may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, engine power and vehicle speed are reduced, while full function of the power steering, power braking, lighting, and climate control systems are maintained.

**SERVICE ACTION**

If dealer diagnosis of an engine warning lamp on an affected vehicle identifies the Throttle Body as the causal component, dealers are authorized to replace the Throttle Body under this program. This service must be performed at no charge to the vehicle owner.

**NOTE:** Dealers will be notified later this spring when an updated powertrain calibration is available for some affected vehicles, which will improve vehicle performance in the event that contamination of the Throttle Body motor contacts occurs.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of January 27, 2014. Dealers should repair any affected vehicles that exhibit the covered condition, whether or not the customer has received a letter.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter (when available)

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,



Michael A. Berardi

**Customer Satisfaction Program 13N03**  
Certain 2009 Through 2013 Model Year Fusion, Milan, Escape and Mariner Vehicles  
Throttle Body Extended Coverage

**OASIS ACTIVATED?**

Yes, OASIS will be activated on January 17, 2014.

**FSA VIN LIST ACTIVATED?**

No, FSA VIN list will not be activated for this service action.

**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

**SOLD VEHICLES**

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires July 31, 2014.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with diagnosis and replacement of the Throttle Body.

**Customer Satisfaction Program 131N03**  
Certain 2009 Through 2013 Model Year Fusion, Milan, Escape and Mariner Vehicles  
Throttle Body Extended Coverage

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claims should only be submitted under this program on vehicles that are beyond the terms of the New Vehicle Limited Warranty coverage, and within the extended warranty coverage period.**
- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
  - Program Code: 13N03
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **PROGRAM TERMS:** This one-time program extends the coverage of the Throttle Body to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the time or mileage limits, this coverage will last through January 31, 2015.

**Customer Satisfaction Program 13N03**  
 Certain 2009 Through 2013 Model Year Fusion, Milan, Escape and Mariner Vehicles  
 Throttle Body Extended Coverage

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<u>Escape/Mariner Vehicles:</u>		
Diagnose and replace Throttle Body (2.5L IVCT)	13N03B	0.4 Hour(s)
Diagnose and replace Throttle Body (3.0L DOHC)	13N03C	0.5 Hour(s)
Diagnose and replace Throttle Body (2.5L DOHC)	13N03D	0.5 Hour(s)
<u>Fusion/Milan Vehicles:</u>		
Diagnose and replace Throttle Body (3.0L DOHC)	13N03E	0.7 Hour(s)
Diagnose and replace Throttle Body (2.5L DOHC)	13N03F	0.5 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
DS7Z-9E926-D	Throttle Body (All Engines)	1
8E5Z-9E936-A	Gasket (All 2.5L Engines)	1
9L8Z-9E936-A	Gasket (All 3.0L Engines)	1

The DOR/COR number for this recall is 50531.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

# **DEALER EXECUTIVE SUMMARY**

## **Customer Satisfaction Program 13N03**

Certain 2009 Through 2013 Model Year Fusion, Milan, Escape and Mariner Vehicles  
Throttle Body Extended Coverage

### **PROGRAM**

Program Type	Extended Warranty (One-time repair) - This program applies to affected vehicles which are beyond the terms of the New Model Vehicle Warranty.
Stop Sale	No
Demonstration Hold	No
Delivery Hold	No
Program Expiration	Ten years of service or 150,000 miles from the warranty start date.

### **PARTS & SERVICE**

Parts Required	Yes
Parts Available	Yes
Interim Repair	Not applicable
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No
Labor Time	0.4 – 0.7 Hours

### **CUSTOMER HANDLING**

Rental Assistance	No
Refunds Authorized	Yes
Special Handling	No

### **ADMINISTRATION**

OASIS On	January 17, 2014
Owner Notification	Begins the week of January 27, 2014.

## **CERTAIN 2009 THROUGH 2013 MODEL YEAR FUSION, MILAN, ESCAPE AND MARINER VEHICLES — THROTTLE BODY REPLACEMENT**

### **OVERVIEW**

Affected vehicles may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, engine power and vehicle speed are reduced, while full function of the power steering, power braking, lighting, and climate control systems are maintained. If dealer diagnosis of an engine warning lamp on an affected vehicle identifies the Throttle Body as the causal component, dealers are authorized to replace the Throttle Body under this program

### **SERVICE PROCEDURE**

1. If normal diagnosis leads to Throttle Body Replacement, refer to Workshop Manual (WSM) Section 303-04.





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

January 2014

Customer Satisfaction Program 13N03  
Programa de satisfacción del cliente 13N03

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 13N03 for your vehicle, with the Vehicle Identification Number shown above.

**What is the reason for this additional coverage program?**

Your vehicle may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp or Wrench Lamp will illuminate, and the vehicle may also enter a Failure Mode Effects Management strategy. In this mode, the engine power and vehicle speed is reduced, while full function of the power steering, power braking, lighting, and climate control systems are maintained.

In the interest of customer satisfaction, Ford Motor Company is extending the warranty on the Throttle Body to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. This is a one-time repair program.

If your vehicle has already exceeded the time or mileage limits listed above, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

**What will Ford and your dealer do?**

If the Throttle Body on your vehicle requires replacement based upon diagnosis of an engine warning lamp, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the Throttle Body free of charge (parts and labor).

*NOTE: You will be notified, later this spring, when an updated powertrain calibration is available for your vehicle that will improve vehicle performance in the event that contamination of the Throttle Body motor contacts occurs. The recalibration will also be available to you at no charge.*

**How long will it take?**

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.



- What should you do?** If your vehicle exhibits an engine warning lamp, contact your dealer and request a service date for Customer Satisfaction Program 13N03. Your dealer will need the Vehicle Identification Number printed near your name at the beginning of this letter.
- If dealer diagnosis identifies the Throttle Body as the causal component, and your vehicle is within the indicated time/mileage limitations, your dealer will replace the Throttle Body at no charge under this program.
- Please keep this letter as a reminder of the extended warranty coverage for the Throttle Body on your vehicle.
- If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to a Throttle Body replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 31, 2014. To avoid delays, do not send receipts to Ford Motor Company.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.
- You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).
- Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.
- If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).
- FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).
- Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

January 2014

Customer Satisfaction Program 13N03  
Programa de satisfacción del cliente 13N03

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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